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AUTHOR Olesen, Richard; Bloor, Earl
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ABSTRACT

At the University College at Cariboo, in British Columbia (Canada), the Extension Services function has been shifted to the college's instructional divisions. This has resulted in new funds for the divisions, as well as greater interaction between Extension staff and regular faculty and, thus, new ideas for Extension courses and programs. One innovative idea stemming from this reorganization is the Cariboo Management Centre (CMC), a center originally established 12 years ago to deliver a provincial certificate program in management skills for supervisors. The CMC keeps costs down by employing trainer-consultants exclusively and relying on small scale direct marketing, while its success has stemmed in part from its flexibility and responsiveness to corporations and other organizations throughout British Columbia. Another innovation is the Computer Access Centre (CAC), a single microlab operation offering a wide range of short computer skills training courses. The CAC employs three full-time instructors in the main site, while in the 3 years since the CAC opened, similar centers have been opened in smaller communities replicating the CAC's methodology. Although the CAC produced a $34,982 loss in 1994-95, this was due to one-time job reclassifications and both the CAC and the CMC have consistently contributed to college surpluses in the past 12 years. Activity reports for both centers for April 1 to December 31, 1995, including extensive tables of courses offered and revenues raised, are appended. (BCY)

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THE UNIVERSITY COLLEGE OF THE CARIBOO

ED 392 481

How to Run Profit-Generating Training Centers in Smaller Communities

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Richard Olesen, Dean
Business, Computing and Mathematics Division
Earl Bloor, Dean
Applied Industrial Technology Division

University College of the Cariboo
Kamloops, British Columbia
Canada, V2C 5N3

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Introduction

The University College of the Cariboo is located in the City of Kamloops in the South Central interior of British Columbia. It was originally established in 1970 as a community college with the name Cariboo College. The word "Cariboo" refers to a large area that constitutes the eastern part of the College region. During its first twenty years the College expanded through the development of a wide range of University Transfer, Career-Technical and Applied Industrial Technology programs. In 1989 the College was officially granted University College status and began offering four year Baccalaureate degrees in the Arts, Sciences, Business, Nursing and Education. In 1992 the institution's name was changed to the University College of the Cariboo (UCC).

UCC has five instructional divisions: Arts and Education; Sciences and Health Sciences; Business, Computing and Mathematics; Applied Industrial Technology; and Developmental and Regional Programs. Prior to 1983 there was also a Continuing Education Division. However, the recession of the early 1980's prompted a reorganization that eliminated the CE division and resulted in a decentralization of the Extension Services function to the instructional divisions. This decision moved Extension activity closer to the departments that deliver UCC's base-funded credit programs.

Decentralization of Extension Services brought benefits and challenges to the instructional divisions. An important benefit is the off-budget source of revenue generated by Extension programs. This revenue is used for purposes ranging from augmenting chronically inadequate capital acquisitions to supplementing professional development budgets in order to support faculty and staff attendance at conferences and workshops. It also results in greater interaction between Extension staff and regular faculty. This interaction contributes to the development of new Extension ideas, courses and programs. In addition, we have found benefits running in the opposite direction, from Extension to our regular credit offerings. It is not unusual to find Extension instructors with current knowledge and innovative ideas that can be of value to regular faculty. UCC was able to offer its first university courses in Philosophy because Extension programs in the Business, Computing and Mathematics division hired a computer information systems instructor to teach in the Computer Access Centre who had advanced degrees in Philosophy.

The decentralized model of Extension services at UCC has created a variety of innovations and approaches to Extension programming in the instructional divisions. This paper will focus on two of these found in the Business, Computing and Mathematics division: the Cariboo Management Centre and the Computer Access Centre.

Cariboo Management Centre

In 1980 the B.C. Ministry of Advanced Education in cooperation with the Employers Council of British Columbia developed a "Management Skills for Supervisors" (MSS) provincial certificate program. The MSS program consists of three parts: Part 1 - Interpersonal Skills; Part 2 - Group Skills; and Part 3 - Administrative Skills. Each part runs four days, seven hours per day. UCC originally created the Cariboo Management Centre (CMC) to deliver this program. In reviewing the wide range of management training and organizational development interventions designed and delivered by the CMC over the past 12 years it is remarkable that Management Skills for Supervisors remains the most popular program offered by the Centre. (See Attachment "A") It is also the most important source of revenue generated through the CMC.

When the CMC was first established the College planned to staff the Centre with a regular faculty member from the Management and Marketing department and a Trainer-Consultant who would work under the terms of personal service contracts and thus be paid only when the Centre had a training contract with a client (eg. corporation, agency, etc.) or scheduled a "Part" of MSS filled with fee-payers. It quickly became clear that the terms and constraints in the faculty contract with the College would make it too costly to use a regular faculty member to deliver management training through the Center. Consequently, it was decided to only use Trainer-Consultants to design and deliver the services offered by the CMC.

Over the years many of the management training opportunities to which the CMC has responded have been connected to our clients' experiences in the Management Skills for Supervisors program. A typical example would be a hospital administrator who takes the full MSS program and some time later faces a situation in which there develops considerable interpersonal conflict among the staff members in one of her departments. Given the specific circumstances the administrator decides the best course of action is to bring in a third party. Having had experience working with one or more of the CMC's trainers in the MSS program the administrator decides to contact the CMC. This results in a contract and a CMC trainer meeting with the parties involved, designing a "Team Building" or "Conflict Resolution" intervention and then working with the department to resolve the problem.

An important factor in the 12 year success of the Cariboo Management Centre is the commitment of CMC trainers to keep abreast of new approaches and techniques in the areas of personal performance, organizational development and management skills. Another factor is identifying new training possibilities. To quote Dianne Kerr, a CMC trainer-consultant, "You have to be constantly watching for new opportunities and prepared to meet unreasonably short deadlines." All of the programs and interventions described in the following list have been delivered by CMC trainers.

With respect to interventions, the specific design, format and timeframe is subject to the requirements of clients.

- Negotiating Skills
- Conflict Resolution
- Leadership Development
- Performance Appraisal
- Skills Refresher for Supervisors
- Mediation Skills
- Time Management
- Train the Trainer
- Diversity in the workplace
- Facilitation Skill for Managers
- Presentation Skills
- Women in Management
- Communicating Skills
- Creative Problem Solving
- Motivating for Maximum Performance
- Stress Management
- Team Building
- Coping with Difficult People
- Board/Staff Development
- Sexual Harassment in the Organization
- Managing Self Directed Work Teams
- Management Skills for Locally Elected Officials

There are a number of other factors that have contributed to the success of the CMC over the years. First, although CMC Trainer-Consultants only get a contract (and thus get paid) when there is a signed client contract, they are provided with offices, computers, secretarial support, printing services and facilities including a well appointed training room. They also receive financial support and are encouraged to attend professional workshops and conferences for their own professional development and to pick up new ideas. Second, costs are held down by taking a "Marketing on a Shoestring" approach to promotion. The CMC relies on small scale, direct marketing. Personal contact and word of mouth are the most important source of new training opportunities. Providing turn key service has resulted in many other community colleges in B.C. contracting directly with the CMC to deliver Management Skills for Supervisors training in their regions. Third, the willingness to be flexible and responsive has resulted in CMC trainers winning contracts with corporations and other organizations not just in UCC's college region, but throughout British Columbia. Fourth, CMC trainers have taken the time and care to cultivate the trust and confidence of First Nations people. This has brought the CMC many important training contracts with Tribal Councils and Indian Bands over the years.

Another key factor is having competent, effective secretarial support. When the Trainer-Consultants are away training the CMC secretary must be able to handle inquiries, provide information to prospective clients, market CMC services and solve problems that arise. The secretary is critical in arranging training venues, accommodation, travel arrangements and schedules when trainers are working out of town.

Good trainers are always looking for new contracts. This may mean taking long shots in replying to ads for training services. In 1989 Sandy Abraham and Dianne Kerr, two of the three CMC trainer-consultants replied to an ad placed by a British and Australian coal mining company developing a large open pit coal mine in Kalimantan (Indonesia). The company was required by law to train Indonesian employees to move into supervisory positions during the first five years of operation. Sandy and Dianne submitted a proposal based on the Management Skills for Supervisors program knowing the chances of being considered were slim. A month later Sandy received a call from the training director of Kaltim Prima Coal Ltd. asking if she could fly to Jakarta in ten days to meet a plane that would take her to the mine site in Kalimantan. The Director wanted her to spend 5 days at the mine and be prepared to demonstrate actual sessions from the training program. During her trip Sandy realized that what the company needed was not our MSS program but rather a program that would take 3 or 4 of their best Indonesian employees and put them through a Train-the-Trainer program in Kamloops. CMC staff would then work with them to Indonesianize the MSS curriculum and return to Kaltim Prima Coal to co-train a number of cycles with the new trainers until they could deliver the program on their own. The redesigned training proposal was successful and the CMC was awarded a three year contract that saw three of Kaltim Prima Coal's employees come to Canada for a six week Train-the-Trainer program, and two of our trainers make three extended training trips to Kalimantan.

Since the Kaltim Prima Coal experience the CMC has been successful in winning contracts to deliver a number of other training programs overseas, including a Women into Management program in Malaysia and a Train-the-Trainer program as a subcontract in a larger Environmental Impact Assessment training program in Thailand.

Computer Access Centre

The Recession of the early 1980's witnessed the first wave of layoffs of middle managers in large numbers as companies began the process of down-sizing and restructuring. At the same time the use of computers was becoming an increasingly important employable skill. The great majority of recently unemployed managers and professionals lacked these critical employable skills. The Canadian government responded to this problem by funding special three month training programs designed to develop computer applications skills for business. At the time, community colleges were the preferred providers of this training. However, because of cutbacks by the Province of British Columbia during the recession, colleges lacked microcomputer lab capacity for contract training. To solve this problem the federal government provided additional funding with training contracts for the acquisition of computers and printers. All of a sudden these federal training contracts became very attractive. Through the

mid-1980's colleges added significantly to their computer lab capacity by contracting through Extension services to provide this training.

By 1987 the federal government realized they had been generously subsidizing Provincial capital budgets for computer acquisitions and the subsidy was cut off. At the same time the number of federally funded three month training contracts was cut dramatically. By this time it was obvious there was a growing market for microcomputer skills training. To take advantage of this opportunity the Business, Computing and Mathematics division of UCC prepared a proposal and business plan for the creation of a "Computer Access Centre." The proposal requested a $56,000 advance from the College's contingency fund to finance the acquisition of computers, printers and furnishings to set up a single microlab operation in downtown Kamloops. The payback period was projected to be 18 months. This was approved by the President and within two months the division submitted a second request, this time for $36,000 to add a second microlab.

This year, 1995-96, the Access Center and its satellite operations will provide computer skills training to over 2000 students and generate over $440,000 in gross tuition revenue for UCC.

The Access Centre offers a wide range of short computer skills training courses. Some are refreshers or upgrades running from 2 to 10 hours, and priced from $40 to $105. The most popular programs offered are Microcomputers in Business - Certificate I and Advanced Microcomputers in Business - Certificate II. Each certificate consists of 6 courses. The courses are 24 hours long, scheduled in 3 hour blocks and priced at $275. If clients/students take the courses for credit they must successfully complete a test(s) and/or project(s) plus a course exam or project. Students without computers at work or at home have access to labs during non-instructional hours to develop skills and complete homework and assigned projects. By standardizing courses and evaluating student performance the Access Centre has established its certificates as a computer skills employment standard recognized and frequently required by local employers.

When the Access Centre was first opened, sequences of courses in the Microcomputers in Business and Microcomputer Word Processing certificates were scheduled in blocks during the day - from 8:00-11:00 am, 1:00-4:00 pm, and 7:00-10:00pm. This allowed employers to release employees for the morning or afternoon sessions to take this training. In some cases employers continued to pay their employees during the training, in other cases they paid their tuition fees. By being sensitive to employer needs and scheduling accordingly the Access Centre was able to maximize lab utilization and revenue generation from the very beginning of its operation. In addition to feepayer courses, the Access Centre also provides contract training services to local employers to meet their specific training needs.

An important objective in establishing the Computer Access Centre was to standardize computer skills training throughout the College region. A year after opening the Center in Kamloops a smaller Access Centre (single microcomputer lab) was opened in Williams Lake, B.C. where UCC has a satellite campus. Over the following three years Access Centre courses were offered in a number of smaller communities throughout the College region. A listing of these communities and their programming activity is included in Attachment "B". In some communities (eg. Ashcroft, Clearwater, Merritt, etc.) UCC maintains community education centres with 10 - 15 microcomputers. In smaller communities the Access Centre in Kamloops, working with community coordinators, schedules courses in the evenings and on Saturdays in microcomputer labs at the local high schools.

Enrolments in Access Centre courses offered in smaller communities are frequently below the minimum required to break even. The UCC Board of Governors has affirmed a mandate to expand regional programing, and computer skills training is seen as a priority. The Access Center is consequently placed in the position of subsidizing losses on courses run in the smaller centres with profits made on high enrolment courses in Kamloops and Williams Lake.

Tuition fees for Access Centre courses are standardized across the College region. In addition, they cover the cost of the instructional manual used in the course. Most course manuals are written and updated by full-time or part-time faculty employed to teach the courses at the Center. Work on manuals is undertaken through separate personal service contracts. Writing and updating manuals as software changes is a major challenge for Access Centre staff.

Standardized courses, manuals, projects and exams create an additional complication for the operation of a computer skills training system with a large number of smaller, more remote delivery points. The Access Centre in Kamloops must not only find qualified instructors, but ensure that sufficient numbers of required course materials are received by instructors before classes begin. This requires effective lead times for the production of manuals and other materials, as well as the operation of a mini-warehouse and shipping function at the Kamloops Centre.

The Access Centre employs three full-time instructors and a secretary in Kamloops. One of the instructors has the added responsibilities of being the centre (system) Manager. There is also a satellite centre coordinator/instructor in Williams Lake. The balance of the staff consist of part-time instructors employed on individual course contracts. The Kamloops Access Centre Manager reports to the Business, Computing and Mathematics divisional Extension Coordinator. The Manager receives a supervisory stipend in addition to her instructor's salary. She is responsible for Access Centre planning, scheduling of classes (outside of Williams Lake), interviewing and hiring part-time instructors, writing instructional contracts, preparing personal service

contracts for the preparation and updating of manuals, evaluating part-time instructors and coordinating the general operations of the Access Centre system.

A copy of the Access Centre's Activity Report for the first three quarters of the current fiscal year can be found in Attachment "B". The Report also contains a listing of planned offerings for the fourth quarter (January - March, 1996) as well as the first quarter of the next fiscal year beginning in April.

Financial Performance

The statement that follows contains a summary of revenue and expenditures in each of the past five years to March 31, 1995 for the Cariboo Management Centre and the Computer Access Centre. As is so frequently the case with financial statements these numbers don't tell the whole story. For example, at UCC the costing of all training contracts must include an overhead charge (referred to within the College as the "Cliff" tax, named after the chief financial officer who introduced it 6 years ago) ranging from 10% - 30%. This "tax" comes off the top and is not credited to the profit centre producing the revenue. Most of the training provided by the Cariboo Management Centre is delivered under contract. Thus the revenue totals on the summary significantly understate the actual revenue generated by the CMC. In fact, the CMC has consistently produced a positive contribution to institutional surplus in each of the past 12 years.

Although the Computer Access Centre provides contract training services to business and industry, the majority of its revenue is generated through tuition fees paid for scheduled courses. The $34,982 loss produced in 1994-95 is partly explained by increases in the chargebacks for janitorial services and security. But the key causes of increased costs resulted from an administrative decision at UCC to reverse a 15 year old policy with respect to employment contracts in non-government funded programs; and the salary scale reclassification of two of the full-time instructors at the Access Centre in 1994 following their completion of Master's Degree programs. Until 1994 UCC had a policy that there would be no continuing (full-time permanent) appointments in non-government funded programs. This policy applied to the Access Centre where the three full-time instructors were employed on 11 month term certain appointments. A months break in service (usually from July 15th to August 15th with a vacation payout) was followed by a new 11 month appointment. When these instructors were moved to continuing appointments they became entitled to a substantial increase in benefits in addition to 7 weeks paid vacation and 2 weeks professional development time each year. The increased time out of the classroom had to be picked up by part-time instructors.

THE UNIVERSITY COLLEGE OF THE CARIBOO

Business, Computing and Mathematics Division

Cariboo Management Centre
and
Computer Access Centre

STATEMENT OF OPERATIONS

	Actual to March 31/91	Actual to March 31/92	Actual to March 31/93	Actual to March 31/94	Actual to March 31/95
Computer Access Centre					
Revenue	323,571	329,529	421,577	433,553	443,647
Expenditures	338,900	325,191	372,596	455,436	478,630
	(15,329)	4,338	48,981	(21,883)	(34,982)
Cariboo Management Centre					
Revenue	116,222	180,229	158,115	156,038	166,470
Expenditures	102,319	155,180	170,185	168,879	115,138
	13,903	25,049	(12,070)	(12,840)	51,331

This added additional instructional costs to the same level of programming. Each of these changes added significantly to the costs of operating the Access Centre. At the same time, two of the instructors completed Master's degrees and moved to the top of a higher salary scale. The total impact of these changes was to boost annual operating costs by more than $28,000.

Challenges and Issues

There are two serious challenges facing the Computer Access Centre in the year ahead. The first and more important challenge in the short run is to reduce our costs of operation. This is difficult in a unionized environment. The contract between UCC and the UCC Faculty Association is to be renegotiated in 1996. To directly address the high cost of computer lab instruction in Computing Science, Office Administration programs (Secretarial Arts) and the Access Centre, the College is proposing the creation of a new faculty position called Lab Assistant. The position of Lab Assistant would not be a continuing career appointment. The College would fill these positions with upper level UCC students, recent graduates or other candidates with a high level of relevant computer literacy. Appointments would be part-time or term certain. Lab Assistants would work in microcomputer labs under the supervision of an instructor or the Centre Manager in the case of the Computer Access Centre. Hourly rates would range from $10.00 to $16.00 depending on qualifications and experience. The employment of Lab Assistants would allow the Computer Access Centre to improve its flexibility and productivity by increasing the size of microcomputer labs and free up instructors to do more contract training, keep abreast of new developments in computer applications and technology, develop new courses and update old courses. They would also assist instructors with marking of assignments, projects and exams. The future of the Computer Access Centre will depend on its ability to generate a profit for investment in new computers, software and related technology. The position of Lab Assistant could be critical in this regard.

The second and longer term challenge is found in increased competition from private sector providers of computer skills training. The market for post-secondary education and training is growing and there are many more private sector providers picking up market share. The Computer Access Centre has a mandate to provide cost effective, standardized computer skills training throughout the College region. In the smaller communities where profits are minimal or negative the Access Centre is the sole provider. It subsidizes this service from high volume, higher profit operations in Kamloops and Williams Lake. But it is increasingly subject to competition from new "colleges" in these markets. One possible solution is to build on the reputation of UCC

and expand the range of short term, employable skills intensive certificate programs. Options currently being evaluated include: Payroll Specialist Certificate; Office Systems Specialist; Internet Specialist; Insurance Office Assistant; and Call Centre Training. Also, as governments reduce the number of seats they purchase in post-secondary programs and target more funding for training under contracts, the Centre must be prepared to respond to these opportunities.

Conclusion

As governments reduce operating budgets for post-secondary education and limits are reached on the extent to which these losses can be shifted to students in the form of higher tuition fees, alternate sources of revenue generation will become increasingly important to colleges and universities. The Cariboo Management Centre and Computer Access Centre described in this paper are examples of two different profit centre models that have proven their value in making valuable education and training opportunities available to individuals, businesses and other organizations in both large and small communities throughout the UCC college region. In addition, the management training and consulting services of the Cariboo Management Centre have also been delivered throughout British Columbia and overseas.

ATTACHMENT 'A'

CARIBOO MANAGEMENT CENTRE

Activity Report

April 1 - December 31, 1995

Cariboo Management Centre Fiscal 1996 Schedule of Workshops, Seminars and Courses

Mar 27 -30	UCC Human Resources	Conflict Management	
April 18-21	Management Skills	Part I	(DK)
April 25-28	Interior Nations Friendship Society	Interpersonal Skills	(MG)
May 23-26	Management Skills for Supervisors	Part II	(DK)
May 24 and June 5	UCC Library Staff	Resolving Conflict	(MG)
May 30	UCC Reg. and Dev.	Working Styles and Time Management	(MG)
May 18	UCC Human Resources	Conduct assessment meeting for Jim	(DK)
June 8 & 9	Markey Mechanical Williams Lake	Team Bldg. The Foundation of a Learning Org.	(MG)
June 20-23	Management Skills	Part III	(DK)
June 22	Ministry of Forests 100 Mile	Developing A Self Managed Team	(MG)
July 11 & 12	Alexis Creek Band	Interpersonal Communication Skills	(DK)
July 6 & 7	UCC Board of Governors	Strategic Planning Session	(DK)
Sept. 5-8	Management Skills for Supervisors	Part I, Williams Lake	(MG)
Sept. 15	Markey Mechanical Ltd. Williams Lake	Developing A Service Culture	(MG)
Sept. 19-22	Management Skills for Supervisors	Part I , Kamloops	(MG)
Sept. 28	All Nations Trust Co.	Team Development Skills	(MG)
Sept. 30	S.D. 26 Parents Advisory Council	Effective Parent/Teacher Communication	(MG)
Oct. 10-13	Management Skills for Supervisors	Part I, Skeetchestn Band	(MG)
Oct. 10-13	Management Skills for Supervisors	Part II, Williams Lake	(MG)
Oct. 17-22	Management Skills for Supervisors	Part II, Kamloops	(MG)
Oct. 24	UCC Reg. and Dev. Prog.	Private consultation session	(SA)
Nov. 3	UCC Reg. and Dev. Prog.	Stress Management	(DK)
Nov. 7-10	Management Skills for Supervisors	Part II, Skeetchestn Band	(DK)
Nov. 7-10	Management Skills for Supervisors	Part III, Williams Lake	(MG)
Nov. 14-17	Management Skills for Supervisors	Part III, Kamloops	(MG)
Nov. 22	Concord Security Ltd.	Conflict Resolution Skills	(MG)
Nov. 28 & 29	Ponderosa Lodge	Team Development	(DK & MG)
Dec. 4	North Thompson Band	Team Development	(DK & MG)
Dec. 5-8	Management Skills for Supervisors	Part III, Skeetchestn Band	(DK)
Dec. 11-14	Interior Nations Friendship Society	Interpersonal Skills for the Workplace	(MG)

1996

Jan. 6	Thompson River Hardwood Ltd.	Team Development	(MG)
Jan. 9-12	Management Skills for Supervisors	Part I, 100 Mile House	(DK)
Jan. 13	Senor Froggy Restaurant	Developing A Service Team	(MG)
Jan. 16-19	Management Skills	Part I, Hudson Hope	(MG)
Jan. 22	Team Building	Kamloops offered through Extension Services	(MG)
Jan. 23-26	Management Skills for Supervisors	Part I, Kamloops	(DK)
Jan. 30-Feb.2	Management Skills	Part I, Fort St. John	(MG)
Feb. 5 - 9	Crew Boss Training	FRBC Alkali Lake	(MG)
Feb. 6-9	Management Skills for Supervisors	Part II, 100 Mile House	(DK)
Feb. 19	Change	Kamloops through Extension Services	(DK)
Feb. 20-23	Management Skills	Kamloops, Part II	(DK)
Feb. 20-23	Management Skills	Hudson Hope Part II	(MG)
Feb. 27-Mar 1	Management Skills	Part II, Fort St. John	(MG)
Mar 5 - 8	Management Skills for Supervisors	Part III, 100 Mile House	(DK)
Mar. 5-8	Management Skills	Part I, Merritt	(MG)
Mar 12-15	Management Skills	Part III, Hudson Hope	(MG)
Mar 18	Dealing with Difficult People	Kamloops, Extension Services	(DK)
Mar. 18-22	Crew Boss Training	FRBC, Nemiah Valley	(MG)
Mar. 19-22	Management Skills	Part III, Kamloops	(DK)
Mar. 26-29	Management Skills	Part III, Fort St. John	(MG)
Mar. 26-29	Management Skills	Part I, Malaspina	(DK)

ATTACHMENT 'B'

COMPUTER ACCESS CENTRE

Activity Report

April 1 - December 31, 1995

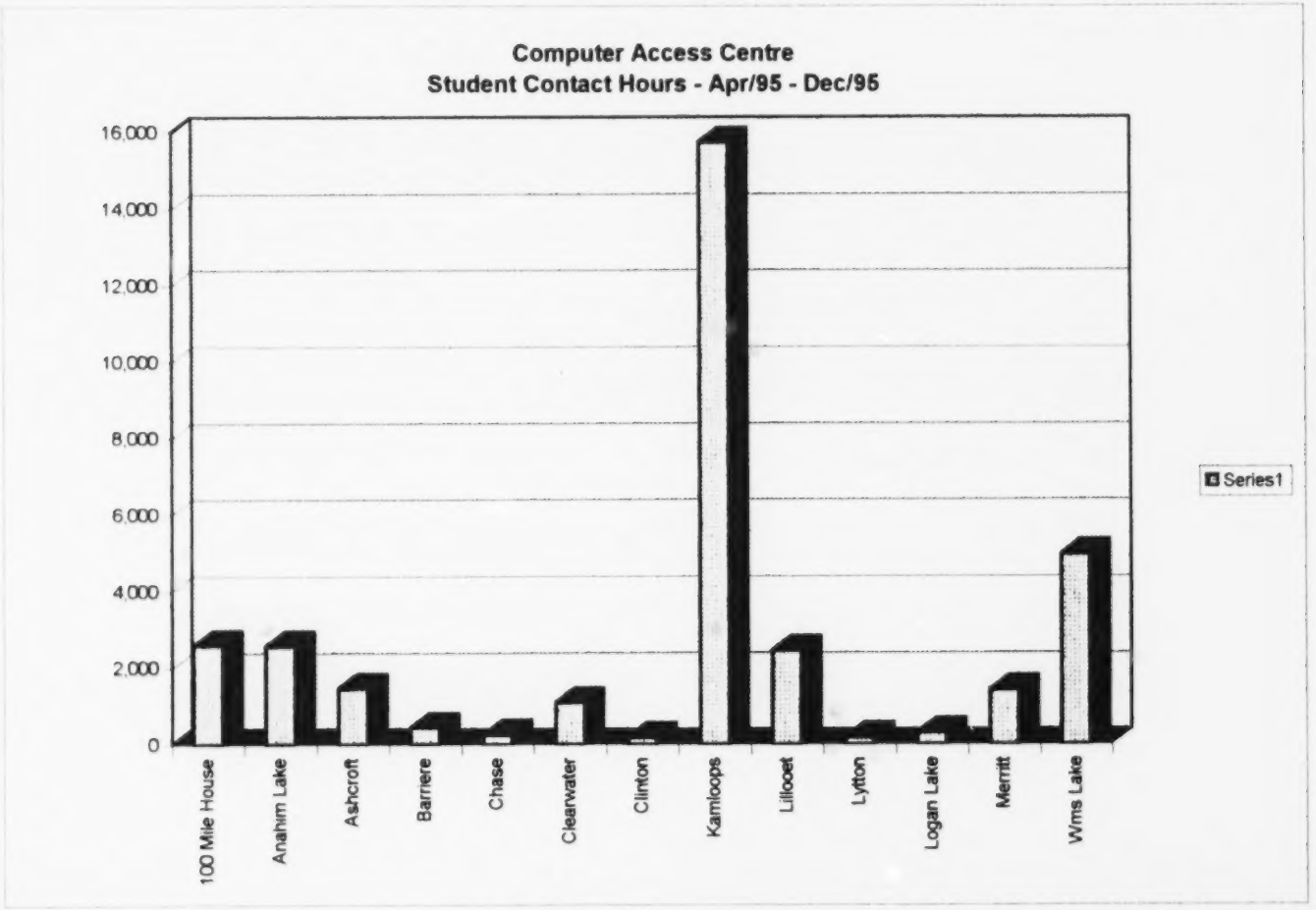
THE UNIVERSITY COLLEGE OF THE CARIBOO

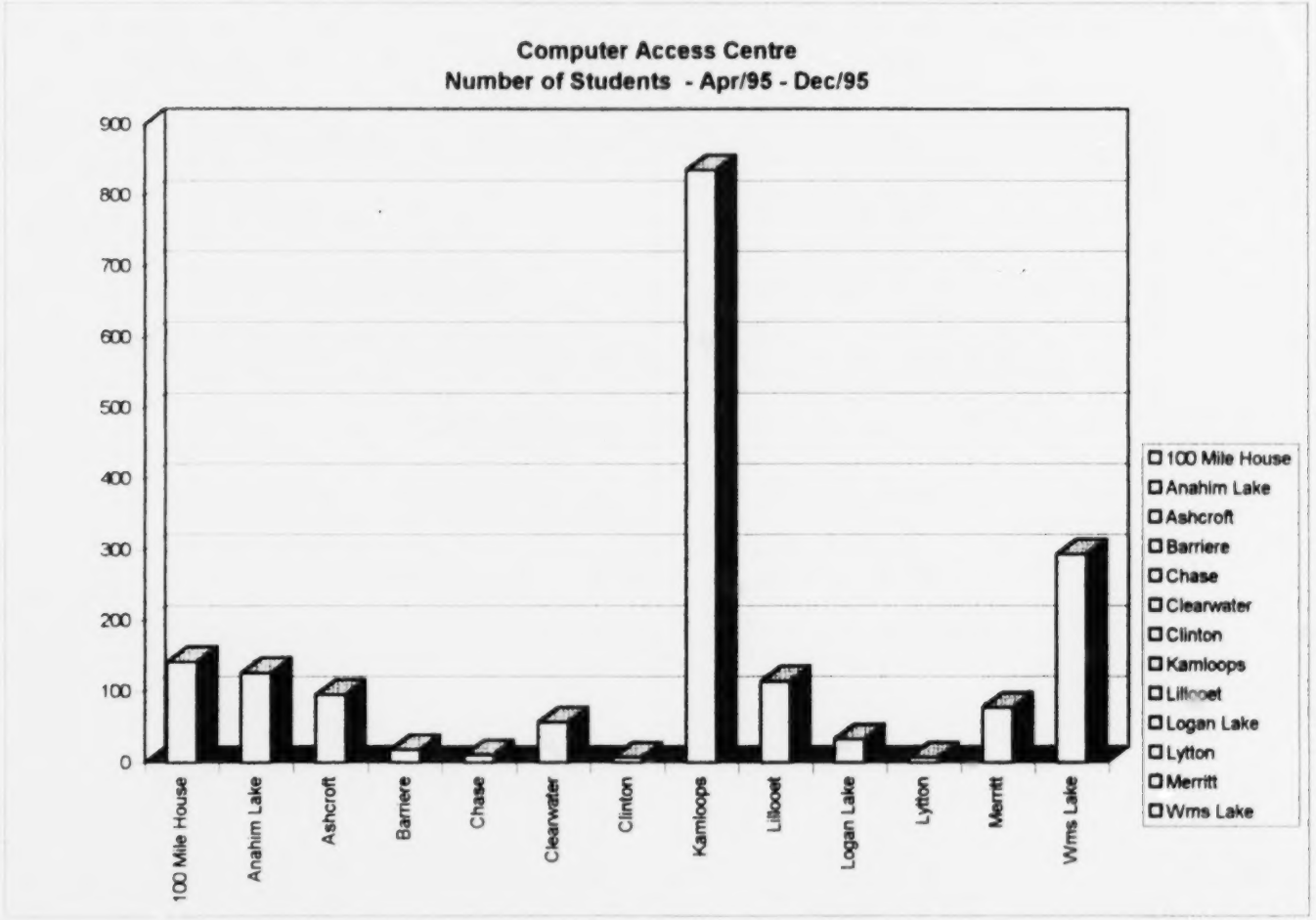
Business, Computing and Mathematics Division

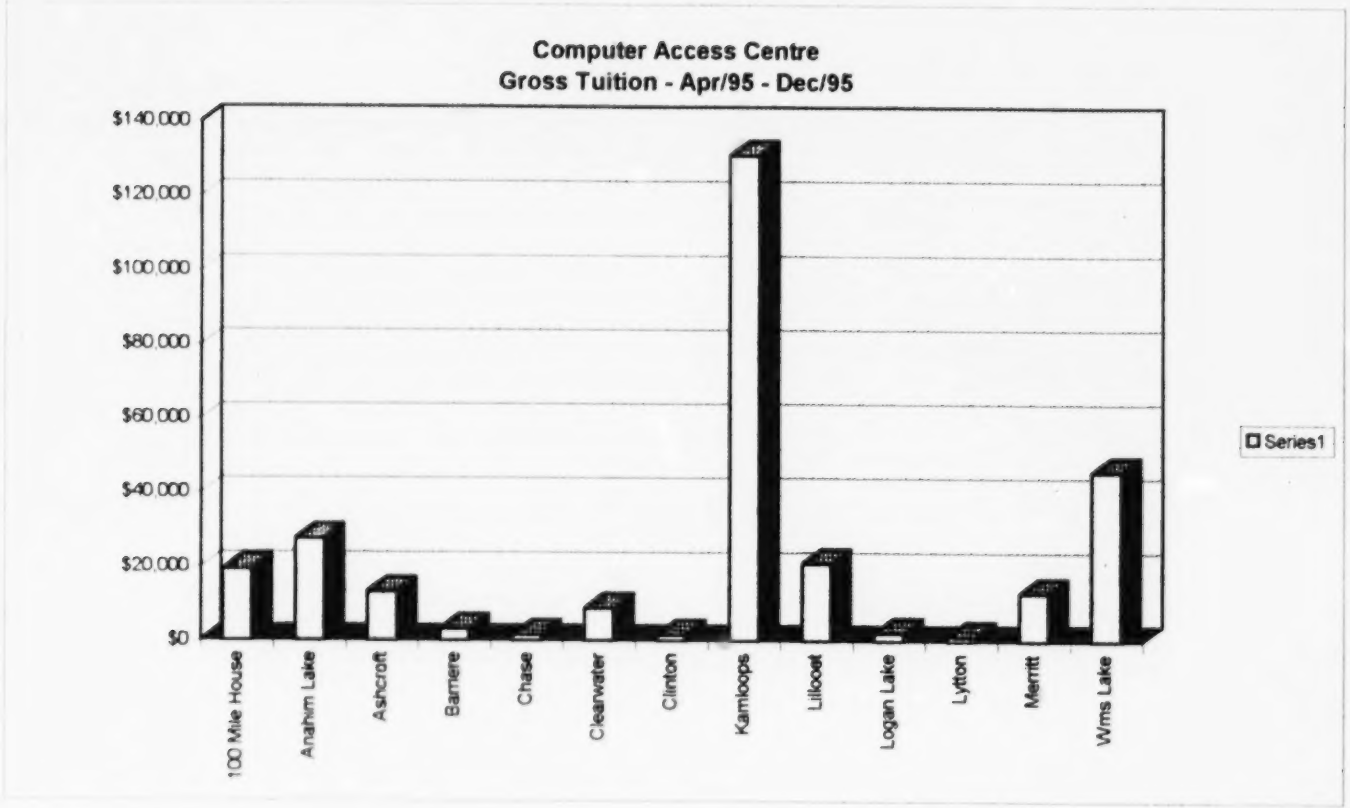
Computer Access Centre

Activity Report
April - December 1995

City	No. of Students	Contact Hours	Gross Tuition
100 Mile House	142	2,584	19,150
Anahim Lake	126	2,558	27,410
Ashcroft	95	1,450	13,110
Barriere	17	428	3,075
Chase	10	240	1,500
Clearwater	56	1,080	8,740
Clinton	7	168	1,575
Kamloops	836	15,724	131,030
Lillooet	114	2,436	20,935
Logan Lake	32	296	2,190
Lytton	7	168	1,295
Merritt	77	1,410	12,865
Williams Lake	293	4,948	45,735
Total	1,812	33,490	288,610


Computer Access Centre
Student Contact Hours - Apr/95 - Dec/95
16,000
14,000
12,000
10,000
8,000
6,000
4,000
2,000
0
100 Mile House
Anahim Lake
Ashcroft
Barriere
Chase
Clearwater
Clinton
Kamloops
Lillooet
Lytton
Logan Lake
Merritt
Wms Lake
Series1


Computer Access Centre
Number of Students - Apr/95 - Dec/95
900
800
700
600
500
400
300
200
100
0
100 Mile House
Anahim Lake
Ashcroft
Barriere
Chase
Clearwater
Clinton
Kamloops
Lillooet
Logan Lake
Lytton
Merritt
Wms Lake
100 Mile House
Anahim Lake
Ashcroft
Barriere
Chase
Clearwater
Clinton
Kamloops
Lillooet
Logan Lake
Lytton
Merritt
Wms Lake



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COMPUTER ACCESS CENTRE - April-Dec 1995

CITY	COURSE NAME	ACRONYM	START	END	HOURS	NO.	CONTACT	FEE	GROSS
100 Mile House	DOS	YMCR103	18-Apr-95	27-Apr-95	24	13	312	185	2,405
100 Mile House	Accounting-SimWin	YMCR515	24-Apr-95	25-May-95	28	7	196	215	1,505
100 Mile House	Intro to Windows	YMCR501	28-Apr-95	01-May-95	24	13	312	50	650
100 Mile House	Wordprocessing-WPWin	YMCR502	02-May-95	11-May-95	24	13	312	185	2,405
100 Mile House	Intro to Microcomputing	YVOC473	12-May-95	30-Jun-95	24	13	312	185	2,405
100 Mile House	Intro to Windows	YMCR501	16-May-95	18-May-95	6	6	36	50	300
100 Mile House	Intro to Windows	YMCR501	31-May-95	07-Jun-95	6	7	42	50	350
100 Mile House	Intro to Windows	YMCR501	27-Jun-95	28-Jun-95	6	14	84	50	700
100 Mile House	Intro to Microcomputing	YVOC473	19-Sep-95	12-Oct-95	24	10	240	150	1,500
100 Mile House	DOS	YMCR103	02-Oct-95	30-Oct-95	24	8	192	225	1,800
100 Mile House	Computer Confidence	YVOC302	10-Oct-95	02-Nov-95	12	10	120	90	900
100 Mile House	Intro to Windows	YMCR501	11-Oct-95	13-Oct-95	6	9	54	75	675
100 Mile House	Graphics-CorelDraw	YMCR517	17-Oct-95	28-Nov-95	28	6	168	255	1,530
100 Mile House	Intro to Windows	YMCR501	01-Nov-95	03-Nov-95	6	6	36	75	450
100 Mile House	Spreadsheets-Excel	YMCR514	20-Nov-95	14-Dec-95	24	7	168	225	1,575
100 Mile House Total						**142**	**2,584**		**19,150**
Anahim Lake	Wordprocessing-WP51	YMCR102	28-Mar-95	04-Apr-95	24	3	72		1,536
Anahim Lake	Wordprocessing-WP51	YMCR102	06-Apr-95	13-Apr-95	24	6	144		1,536
Anahim Lake	Spreadsheets-Lotus	YMCR104	25-Apr-95	02-May-95	24	2	48		1,536
Anahim Lake	Spreadsheets-Lotus	YMCR104	04-May-95	11-May-95	24	5	120		1,536
Anahim Lake	Database-DbaseIV	YMCR106	15-May-95	23-May-95	28	3	84		1,776
Anahim Lake	Database-DbaseIV	YMCR106	25-May-95	02-Jun-95	28	5	140		1,776
Anahim Lake	Accounting-Accpac	YMCR105	05-Jun-95	13-Jun-95	28	4	112		1,776
Anahim Lake	Accounting-Accpac	YMCR105	15-Jun-95	23-Jun-95	28	2	56		1,776
Anahim Lake	DOS	YMCR103	18-Sep-95	16-Oct-95	24	11	264		1,766
Anahim Lake	DOS	YMCR103	20-Sep-95	03-Oct-95	24	12	288		1,766
Anahim Lake	Intro to Windows	YMCR501	17-Oct-95	18-Oct-95	6	12	72		600
Anahim Lake	Wordprocessing-Winword	YMCR535	01-Nov-95	10-Nov-95	24	9	216		1,766
Anahim Lake	Intro to Windows	YMCR501	06-Nov-95	08-Nov-95	6	12	72		600
Anahim Lake	DOS	YMCR103	14-Nov-95	29-Nov-95	24	9	216		1,766
Anahim Lake	Wordprocessing-Winword	YMCR535	20-Nov-95	13-Dec-95	24	10	240		1,766
Anahim Lake	Spreadsheets-Excel	YMCR514	29-Nov-95	08-Dec-95	24	8	192		1,766

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Anahim Lake	DOS	YMCR103	06-Dec-95	15-Dec-95	24	8	192		1,766
Anahim Lake	Intro to Windows	YMCR501	20-Dec-95	21-Dec-95	6	5	30		600
Anahim Lake Total						**126**	**2,558**		**27,410**
Ashcroft	Intro to Windows	YMCR501	03-Apr-95	05-Apr-95	6	7	42	50	350
Ashcroft	Intro to Windows	YMCR501	30-Apr-95	30-Apr-95	6	9	54	50	450
Ashcroft	Intro to Windows	YMCR501	29-May-95	29-May-95	6	8	48	50	400
Ashcroft	Intro to Microcomputing	YVOC473	19-Sep-95	12-Oct-95	24	9	216	150	1,350
Ashcroft	DOS	YMCR103	29-Sep-95	06-Oct-95	24	6	144	225	1,350
Ashcroft	Intro to Windows	YMCR501	05-Oct-95	06-Oct-95	6	9	54	75	675
Ashcroft	Wordprocessing-Winword	YMCR535	10-Oct-95	19-Oct-95	24	7	168	225	1,575
Ashcroft	DOS	YMCR103	17-Oct-95	14-Nov-95	24	8	192	225	1,800
Ashcroft	Spreadsheets Excel	YMCR514	20-Oct-95	01-Nov-95	24	7	168	225	1,575
Ashcroft	Database-Access	YMCR516	03-Nov-95	15-Nov-95	28	7	196	255	1,785
Ashcroft	Modem Running	XVOC213	04-Nov-95	04-Nov-95	6	8	48	75	600
Ashcroft	The Internet:An Intro	XVOC200	25-Nov-95	02-Dec-95	12	10	120	120	1,200
Ashcroft Total						**95**	**1,450**		**13,110**
Barriere	Intro to Microcomputing	YVOC473	19-Sep-95	12-Oct-95	24	12	288	150	1,800
Barriere	Accounting-SimWin	YMCR515	20-Sep-95	23-Oct-95	28	5	140	255	1,275
Barriere Total						**17**	**428**		**3,075**
Chase	Intro to Microcomputing	YVOC473	16-Oct-95	09-Nov-95	24	10	240	150	1,500
Chase Total						**10**	**240**		**1,500**
Clearwater	Intro to Windows	YMCR501	10-Apr-95	12-Apr-95	6	9	54	50	450
Clearwater	Accounting-SimWin	YMCR515	13-Apr-95	11-May-95	28	7	196	215	1,505
Clearwater	Wordprocessing-Winword	YMCR535	19-Apr-95	15-May-95	24	7	168	185	1,295
Clearwater	Intro to Microcomputing	YVOC473	25-Sep-95	23-Oct-95	24	11	264	150	1,650
Clearwater	DOS	YMCR103	30-Oct-95	22-Nov-95	24	5	120	225	1,125
Clearwater	Database-Access	YMCR516	07-Nov-95	05-Dec-95	28	8	224	255	2,040
Clearwater	Intro to Windows	YMCR501	29-Nov-95	04-Dec-95	6	9	54	75	675
Clearwater Total						**56**	**1,080**		**8,740**

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Clinton	Spreadsheets-Excel	YMCR514	14-Nov-95	07-Dec-95	24	7	168	225	1,575
Clinton Total						**7**	**168**		**1,575**
Kamloops	Lab Rental-Min of Agric		27-Mar-95	27-Mar-95	1 day	1		550	550
Kamloops	Intro to Microcomputing	YVOC473	03-Apr-95	15-May-95	24	8	192	130	1,040
Kamloops	Intro to Microcomputing	YVOC473	03-Apr-95	07-Apr-95	24	24	576	130	3,120
Kamloops	DOS	YMCR103	04-Apr-95	09-May-95	24	8	192	185	1,480
Kamloops	Intro to Windows	YMCR501	04-Apr-95	06-Apr-95	6	8	48	50	400
Kamloops	Intro to Windows	YMCR501	18-Apr-95	25-Apr-95	6	14	84	50	700
Kamloops	Database-Access	YMCR516	19-Apr-95	31-May-95	28	16	448	215	3,440
Kamloops	Intermediate Excel	YMCR614	19-Apr-95	31-May-95	28	7	196	225	1,575
Kamloops	Intermediate Winword	YMCR235	20-Apr-95	01-Jun-95	28	7	196	225	1,575
Kamloops	Spreadsheets-Excel	YMCR514	20-Apr-95	25-May-95	24	15	360	185	2,775
Kamloops	The Internet: An Intro	XVOC200	24-Apr-95	03-May-95	12	15	180	107	1,605
Kamloops	DOS	YMCR103	24-Apr-95	03-May-95	24	6	144	185	1,110
Kamloops	DOS	YMCR103	24-Apr-95	17-May-95	24	10	240	185	1,850
Kamloops	Wordprocessing-Winword	YMCR535	24-Apr-95	05-Jun-95	24	10	240	185	1,850
Kamloops	DOS	YMCR103	29-Apr-95	27-May-95	26	11	286	185	2,035
Kamloops	Intro to Windows	YMCR501	04-May-95	05-May-95	6	10	60	50	500
Kamloops	Wordprocessing-Winword	YMCR535	08-May-95	17-May-95	24	11	264	185	2,035
Kamloops	Intro to LAN	YMCR518	10-May-95	21-Jun-95	28	8	224	215	1,720
Kamloops	DOS	YMCR103	15-May-95	26-Jun-95	24	8	192	185	1,480
Kamloops	DOS	YMCR103	16-May-95	01-Jun-95	24	8	192	185	1,480
Kamloops	Intermediate DOS	YMCR201	16-May-95	27-Jun-95	28	7	196	225	1,575
Kamloops	Spreadsheets-Excel	YMCR514	18-May-95	30-May-95	24	15	360	185	2,775
Kamloops	The Internet: An Intro	XVOC200	29-May-95	07-Jun-95	12	12	144	107	1,284
Kamloops	Intro to Windows	YMCR501	29-May-95	31-May-95	6	14	84	50	700
Kamloops	Database-Access	YMCR516	31-May-95	12-Jun-95	28	12	336	215	2,580
Kamloops	Wordprocessing-WPWin	YMCR502	05-Jun-95	28-Jun-95	24	11	264	185	2,035
Kamloops	Intro to Windows	YMCR501	07-Jun-95	14-Jun-95	6	6	36	50	300
Kamloops	DOS	YMCR103	12-Jun-95	21-Jun-95	24	5	120	185	925
Kamloops	DOS	YMCR103	13-Jun-95	29-Jun-95	24	11	264	185	2,035
Kamloops	Accounting-SimWin	YMCR515	13-Jun-95	23-Jun-95	28	12	336	215	2,580
Kamloops	Intro to Windows	YMCR501	21-Jun-95	28-Jun-95	6	10	60	50	500

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Kamloops	Intro to Windows	YMCR501	22-Jun-95	23-Jun-95	6	7	42	50	350
Kamloops	Powerpoint	XVOC295	27-Jun-95	06-Jul-95	12	8	96	107	856
Kamloops	Spreadsheets-Excel	YMCR514	10-Jul-95	26-Jul-95	24	10	240	185	1,850
Kamloops	Spreadsheets-Excel	YMCR514	17-Jul-95	26-Jul-95	24	7	168	185	1,295
Kamloops	Wordprocessing-Winword	YMCR535	01-Aug-95	11-Aug-95	24	6	144	185	1,110
Kamloops	DOS	YMCR103	21-Aug-95	11-Sep-95	24	8	192	225	1,800
Kamloops	Intro to Windows	YMCR501	22-Aug-95	29-Aug-95	6	6	36	75	450
Kamloops	The Internet: An Intro	XVOC200	23-Aug-95	06-Sep-95	12	11	132	120	1,320
Kamloops	Intro to Microcomputing	YVOC473	05-Sep-95	10-Oct-95	24	7	168	150	1,050
Kamloops	DOS	YMCR103	06-Sep-95	11-Oct-95	24	9	216	225	2,025
Kamloops	Spreadsheets-Excel	YMCR514	12-Sep-95	17-Oct-95	24	9	216	225	2,025
Kamloops	Intro to Windows	YMCR501	14-Sep-95	18-Sep-95	6	14	84	75	1,050
Kamloops	Computer Confidence	YVOC302	15-Sep-95	13-Oct-95	10	5	50	115	575
Kamloops	DOS	YMCR103	18-Sep-95	27-Sep-95	24	9	216	225	2,025
Kamloops	Intermediate DOS	YMCR201	18-Sep-95	06-Nov-95	28	7	196	275	1,925
Kamloops	Wordprocessing-Winword	YMCR535	21-Sep-95	12-Oct-95	24	15	360	225	3,375
Kamloops	Intro to Windows	YMCR501	27-Sep-95	28-Sep-95	6	9	54	75	675
Kamloops	Intro to Windows	YMCR501	28-Sep-95	29-Sep-95	6	10	60	75	750
Kamloops	The Internet: An Intro	XVOC200	02-Oct-95	11-Oct-95	12	10	120	120	1,200
Kamloops	Wordprocessing-Winword	YMCR535	02-Oct-95	12-Oct-95	24	8	192	225	1,800
Kamloops	The Internet: An Intro	XVOC200	03-Oct-95	12-Oct-95	12	15	180	120	1,800
Kamloops	DOS	YMCR103	10-Oct-95	26-Oct-95	24	15	360	225	3,375
Kamloops	Intro to Windows	YMCR501	16-Oct-95	23-Oct-95	6	9	54	75	675
Kamloops	Spreadsheets-Excel	YMCR514	16-Oct-95	26-Oct-95	24	9	216	225	2,025
Kamloops	Spreadsheets-Excel	YMCR514	16-Oct-95	02-Nov-95	24	13	312	225	2,925
Kamloops	Graphics-CorelDraw	YMCR517	16-Oct-95	04-Dec-95	28	11	308	255	2,805
Kamloops	DOS	YMCR103	17-Oct-95	21-Nov-95	24	15	360	225	3,375
Kamloops	Intermediate Excel	YMCR614	18-Oct-95	29-Nov-95	28	4	112	275	1,100
Kamloops	Internet: Students Only	XVOC220	19-Oct-95	19-Oct-95	3	8	24	15	120
Kamloops	Powerpoint	XVOC295	19-Oct-95	31-Oct-95	12	11	132	120	1,320
Kamloops	Wordprocessing-Winword	YMCR535	25-Oct-95	29-Nov-95	24	6	144	225	1,350
Kamloops	Intro to Microcomputing	YVOC473	26-Oct-95	30-Nov-95	24	9	216	150	1,350
Kamloops	Database-Access	YMCR516	27-Oct-95	08-Nov-95	28	8	224	255	2,040
Kamloops	Intro to Microcomputing	YVOC473	31-Oct-95	03-Nov-95	24	10	240	125	1,250
Kamloops	Internet: Students Only	XVOC220	01-Nov-95	01-Nov-95	3	11	33	15	165

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Kamloops	Internet: Students Only	XVOC220	02-Nov-95	02-Nov-95	3	12	36	15	180
Kamloops	DOS	YMCR103	07-Nov-95	23-Nov-95	24	11	264	225	2,475
Kamloops	Intermediate WinWord	YMCR235	07-Nov-95	19-Dec-95	28	6	168	275	1,650
Kamloops	Intro to Windows	YMCR501	07-Nov-95	09-Nov-95	6	14	84	75	1,050
Kamloops	Internet: Students Only	XVOC220	08-Nov-95	08-Nov-95	3	10	30	15	150
Kamloops	Intro to LAN	YMCR518	08-Nov-95	20-Dec-95	28	11	308	255	2,805
Kamloops	Internet: Students Only	XVOC220	09-Nov-95	09-Nov-95	3	13	39	15	195
Kamloops	Intro to Windows	YMCR501	09-Nov-95	16-Nov-95	6	9	54	75	675
Kamloops	Accounting-SimWin	YMCR515	09-Nov-95	22-Nov-95	28	8	224	255	2,040
Kamloops	Database-Access	YMCR516	09-Nov-95	04-Dec-95	28	15	420	255	3,825
Kamloops	Wordprocessing-Winword	YMCR535	14-Nov-95	07-Dec-95	24	10	240	225	2,250
Kamloops	Intro to Microcomputing	YVOC473	18-Nov-95	09-Dec-95	24	8	192	150	1,200
Kamloops	Intro to Windows	YMCR501	23-Nov-95	30-Nov-95	6	7	42	75	525
Kamloops	The Internet: An Intro	XVOC200	29-Nov-95	20-Dec-95	12	16	192	120	1,920
Kamloops	Stellar-Powerpoint		04-Dec-95	04-Dec-95	6	4	24		330
Kamloops	Stellar-Windows 3.1		11-Dec-95	11-Dec-95	6	4	24		330
Kamloops	Stellar-Powerpoint		12-Dec-95	12-Dec-95	6	3	18		330
Kamloops	Stellar-Schedule/MSMail		04-Jan-96	04-Jan-96	6	4	24		330
Kamloops	Stellar-Schedule/MSMail		05-Jan-96	05-Jan-96	6	3	18		330
Kamloops	Intro to Computing - MS	YVOC	08-Jan-96	17-Jan-96	48	19	912		5,650
Kamloops Total						**836**	**15,724**		**131,030**
Lillooet	Wordprocessing-Winword	YMCR535	30-Mar-95	04-May-95	24	11	264	185	2,035
Lillooet	Spreadsheets-Excel	YMCR514	08-May-95	12-Jun-95	24	11	264	185	2,035
Lillooet	DOS	YMCR103	09-May-95	13-Jun-95	24	11	264	185	2,035
Lillooet	Database-Access	YMCR516	10-May-95	16-Jun-95	28	7	196	215	1,505
Lillooet	DOS	YMCR103	11-May-95	15-Jun-95	24	9	216	185	1,665
Lillooet	Intro to Windows	YMCR501	22-Jun-95	23-Jun-95	6	7	42	50	350
Lillooet	Intro to Windows	YMCR501	16-Sep-95	16-Sep-95	6	10	60	75	750
Lillooet	DOS	YMCR103	18-Sep-95	30-Oct-95	24	8	192	225	1,800
Lillooet	Spreadsheets-Excel	YMCR514	19-Sep-95	24-Oct-95	24	11	264	225	2,475
Lillooet	Wordprocessing-WPWin	YMCR502	20-Sep-95	25-Oct-95	24	7	168	225	1,575

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Lillooet	Intro to Windows	YMCR501	12-Oct-95	13-Oct-95	6	5	30	75	375
Lillooet	Accounting-SimWin	YMCR515	30-Oct-95	11-Dec-95	28	7	196	255	1,785
Lillooet	Accounting-SimWin	YMCR515	31-Oct-95	12-Dec-95	28	10	280	255	2,550
Lillooet Total						**114**	**2,436**		**20,935**
Logan Lake	Kids Computer Camp	XVOC306	11-Apr-95	23-May-95	10	15	150	50	750
Logan Lake	Computer Confidence	YVOC302	12-Apr-95	03-May-95	10	11	110	90	990
Logan Lake	Intro to Windows	YMCR501	19-Sep-95	26-Sep-95	6	6	36	75	450
Logan Lake Total						**32**	**296**		**2,190**
Lytton	DOS	YMCR103	18-Apr-95	11-May-95	24	7	168	185	1,295
Lytton Total						**7**	**168**		**1,295**
Merritt	Wordprocessing-Winword	YMCR535	10-Apr-95	12-Jun-95	24	6	144	185	1,110
Merritt	Computer Confidence	YVOC302	24-Apr-95	28-Apr-95	10	7	70	90	630
Merritt	Accounting-SimDos	YMCR115	25-Apr-95	18-May-95	28	5	140	215	1,075
Merritt	Intro to Windows	YMCR501	06-Jun-95	08-Jun-95	6	9	54	50	450
Merritt	DOS	YMCR103	19-Sep-95	14-Nov-95	24	11	264	225	2,475
Merritt	Intro to Windows	YMCR501	25-Sep-95	02-Oct-95	6	6	36	75	450
Merritt	DOS	YMCR103	02-Oct-95	06-Nov-95	24	10	240	225	2,250
Merritt	Intro to Windows	YMCR501	07-Nov-95	14-Nov-95	6	5	30	75	375
Merritt	Wordprocessing-WP51	YMCR102	08-Nov-95	13-Dec-95	24	11	264	225	2,475
Merritt	Spreadsheets-Excel	YMCR514	16-Nov-95	11-Dec-95	24	7	168	225	1,575
Merritt Total						**77**	**1,410**		**12,865**
Williams Lake	DOS	YMCR103	03-Apr-95	01-May-95	24	14	336	185	2,590
Williams Lake	Database-DbaseIV	YMCR106	03-Apr-95	13-Apr-95	28	6	168	215	1,290
Williams Lake	Intro to Windows	YMCR501	25-Apr-95	27-Apr-95	6	15	90	50	750
Williams Lake	Wordprocessing-WPWin	YMCR502	02-May-95	25-May-95	24	5	120	185	925
Williams Lake	Accounting-Accpac	YMCR105	08-May-95	02-Jun-95	28	7	196	215	1,505
Williams Lake	Accounting-Accpac	YMCR105	23-May-95	02-Jun-95	28	7	196	215	1,505
Williams Lake	Computer Confidence	YVOC302	27-May-95	03-Jun-95	10	6	60	90	540
Williams Lake	Spreadsheets-Excel	YMCR514	30-May-95	22-Jun-95	24	10	240	185	1,850
Williams Lake	Intro to Windows	YMCR501	05-Jun-95	06-Jun-95	6	10	60	50	500
Williams Lake	Computer Confidence	YVOC302	11-Sep-95	15-Sep-95	10	6	60	115	690

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Williams Lake	DOS	YMCR103	13-Sep-95	11-Oct-95	24	15	360	225	3,375
Williams Lake	DOS	YMCR103	18-Sep-95	27-Sep-95	24	12	288	225	2,700
Williams Lake	Computer Confidence	YVOC302	19-Sep-95	21-Sep-95	10	11	110	115	1,265
Williams Lake	DOS	YMCR103	23-Sep-95	04-Nov-95	24	6	144	225	1,350
Williams Lake	DOS	YMCR103	26-Sep-95	19-Oct-95	24	15	360	225	3,375
Williams Lake	Intro to Windows	YMCR501	28-Sep-95	29-Sep-95	6	12	72	75	900
Williams Lake	Wordprocessing-WPWin	YMCR502	02-Oct-95	12-Oct-95	24	10	240	225	2,250
Williams Lake	Intro to Windows	YMCR501	16-Oct-95	18-Oct-95	6	11	66	75	825
Williams Lake	Spreadsheets-Excel	YMCR514	16-Oct-95	25-Oct-95	24	11	264	225	2,475
Williams Lake	Wordprocessing-Winword	YMCR535	23-Oct-95	15-Nov-95	24	8	192	225	1,800
Williams Lake	Intro to Windows	YMCR501	24-Oct-95	26-Oct-95	6	15	90	75	1,125
Williams Lake	The Internet: An Intro	XVOC200	28-Oct-95	04-Nov-95	12	9	108	120	1,080
Williams Lake	Database-Access	YMCR516	30-Oct-95	09-Nov-95	28	6	168	255	1,530
Williams Lake	Intro to Windows	YMCR501	07-Nov-95	09-Nov-95	6	9	54	75	675
Williams Lake	Accounting-SimWin	YMCR515	13-Nov-95	23-Nov-95	28	12	336	255	3,060
Williams Lake	The Internet: An Intro	XVOC200	27-Nov-95	06-Dec-95	12	14	168	120	1,680
Williams Lake	DOS	YMCR103	27-Nov-95	06-Dec-95	24	12	288	225	2,700
Williams Lake	Intro to Windows	YMCR501	07-Dec-95	08-Dec-95	6	11	66	75	825
Williams Lake	Intro to Windows	YMCR501	09-Dec-95	16-Dec-95	6	8	48	75	600
Williams Lake Total						**293**	**4,948**		**45,735**
Grand Total						**1812**	**33,490**		**288,610**

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CITY	COURSE NAME	ACRONYM	START	END	HOURS	NO.	CONTACT		FEE	GROSS
100 Mile House	DOS	YMCR103	23-Jan-96	15-Feb-96	24			0	225	
100 Mile House	Accounting-SimWin	YMCR515	23-Jan-96	20-Feb-96	28			0	255	
100 Mile House	Intro to Microcomputing	YVOC473	23-Jan-96	15-Feb-96	24			0	150	
100 Mile House	Computer Confidence	YVOC302	06-Feb-96	29-Feb-96	12			0	90	
100 Mile House	Intro to Windows	YMCR501	07-Feb-96	09-Feb-96	6			0	75	
100 Mile House	Intro to Microcomputing	YVOC473	12-Feb-96	06-Mar-96	24			0	150	
100 Mile House	DOS	YMCR103	19-Feb-96	14-Mar-96	24			0	225	
100 Mile House	Intro to Windows	YMCR501	25-Mar-96	27-Mar-96	6			0	75	
100 Mile House	Database-Access	YMCR516	25-Mar-96	25-Apr-96	28			0	255	
100 Mile House	Wordprocessing-Winword	YMCR535	25-Mar-96	15-Apr-96	24			0	225	
100 Mile House	Accounting-SimWin	YMCR515	26-Mar-96	23-Apr-96	28			0	255	
100 Mile House Total						**0**		**0**		**0**
Anahim Lake	Intro to Windows	YMCR501	08-Jan-96	09-Jan-96	6			0		600
Anahim Lake	Spreadsheets-Excel	YMCR514	08-Jan-96	31-Jan-96	24			0		1,766
Anahim Lake	Database-Access	YMCR516	08-Jan-96	19-Jan-96	28			0		2,040
Anahim Lake	Wordprocessing-Winword	YMCR535	10-Jan-96	19-Jan-96	24			0		1,766
Anahim Lake	Accounting-SimWin	YMCR515	05-Feb-96	16-Feb-96	28			0		2,040
Anahim Lake	Intro to DTP	YMCR130	12-Feb-96	23-Feb-96	28			0		2,040
Anahim Lake	Database-Access	YMCR516	19-Feb-96	01-Mar-96	28			0		2,040
Anahim Lake	Database-Access	YMCR516	26-Feb-96	27-Mar-96	28			0		2,040
Anahim Lake	Intro to DTP	YMCR130	04-Mar-96	15-Mar-96	28			0		2,040
Anahim Lake	Spreadsheets-Excel	YMCR514	05-Mar-96	14-Mar-96	24			0		1,766
Anahim Lake	Accounting-SimWin	YMCR515	18-Mar-96	29-Mar-96	28			0		2,040
Anahim Lake Total						**0**		**0**		**20,178**
Ashcroft	Accounting-SimWin	YMCR515	08-Jan-96	18-Jan-96	28			0	255	0
Ashcroft	Graphics-CorelDraw	YMCR517	22-Jan-96	09-Feb-96	28			0	255	0
Ashcroft	DOS	YMCR103	23-Jan-96	15-Feb-96	24			0	225	0
Ashcroft	DOS	YMCR103	23-Jan-96	15-Feb-96	24			0	225	0
Ashcroft	Intro to Microcomputing	YVOC437	29-Jan-96	25-Mar-96	24			0	150	0
Ashcroft	Spreadsheets-Excel	YMCR514	30-Jan-96	22-Feb-96	24			0	225	0
Ashcroft	Intro to Windows	YMCR501	03-Feb-96	03-Feb-96	6			0	75	0
Ashcroft	Intro to Windows	YMCR501	19-Feb-96	19-Feb-96	6			0	75	0
Ashcroft	Intermediate DOS	YMCR201	20-Feb-96	14-May-96	28			0	275	
Ashcroft	Spreadsheets-Excel	YMCR514	20-Feb-96	29-Feb-96	24			0	225	0

COMPUTER ACCESS CENTRE - 1995-1996

CITY	COURSE NAME	ACRONYM	START	END	HOURS	NO.	CONTACT	FEE	GROSS
Ashcroft	Database-Access	YMCR516	04-Mar-96	22-Mar-96	28		0	255	
Ashcroft	Graphics-CorelDraw	YMCR517	05-Mar-96	28-Mar-96	28		0	255	
Ashcroft	Wordprocessing-Winword	YMCR535	05-Mar-96	28-Mar-96	24		0	225	
Ashcroft	Wordprocessing-WPWin	YMCR502	25-Mar-96	10-Apr-96	24		0	225	
Ashcroft	Intro to Windows	YMCR501	02-Apr-96	04-Apr-96	6		0	75	
Ashcroft	Wordprocessing-Winword	YMCR535	02-Apr-96	26-Apr-96	24		0	225	
Ashcroft	Intermediate Windows	YMCR225	08-Apr-96	08-Mar-96	28		0	275	
Ashcroft	Wordprocessing-WPWin	YMCR502	06-May-96	29-May-96	24		0	225	
Ashcroft Total						0	0		0
Barriere	Intro to Microcomputing	YVOC473	30-Jan-96	22-Feb-96	24		0	150	
Barriere	DOS	YMCR103	02-Mar-96	10-Mar-96	24		0	225	
Barriere	Intro to Windows	YMCR501	12-Mar-96	14-Mar-96	6		0	75	
Barriere	Wordprocessing-Winword	YMCR535	26-Mar-96	18-Apr-96	24		0	225	
Barriere	Intro to Windows	YMCR501	13-Apr-96	13-Apr-96	6		0	75	
Barriere Total						0	0		0
Clinton	The Internet: An Intro	XVOC 200	17-Jan-96	07-Feb-96	12		0	120	
Clinton	DOS	YMCR103	23-Jan-96	15-Feb-96	24		0	225	
Clinton	Powerpoint	XVOC295	14-Feb-96	06-Mar-96	12		0	120	
Clinton	Intro to Windows	YMCR501	20-Feb-96	22-Feb-96	6		0	75	
Clinton	Accounting-SimWin	YMCR515	27-Feb-96	26-Mar-96	28		0	255	
Clinton Total						0	0		0
Kamloops	Intro to Microcomputing	YVOC473	08-Jan-96	19-Jan-96	24		0	150	0
Kamloops	Internet: Students Only	XVOC220	10-Jan-96	10-Jan-96	3		0	15	
Kamloops	Internet: Students Only	XVOC220	11-Jan-96	11-Jan-96	3		0	15	
Kamloops	DOS	YMCR103	15-Jan-96	31-Jan-96	24		0	225	0
Kamloops	Intro to Microcomputing	YVOC473	15-Jan-96	31-Jan-96	24		0	150	0
Kamloops	The Internet: An Intro	XVOC200	16-Jan-96	06-Feb-96	12		0	120	0
Kamloops	Intro to Windows	YMCR501	16-Jan-96	18-Jan-96	6		0	75	0
Kamloops	Wordprocessing-Winword	YMCR535	16-Jan-96	01-Feb-96	24		0	225	0
Kamloops	Internet: Students Only	XVOC220	17-Jan-96	17-Jan-96	3		0	15	
Kamloops	Internet: Students Only	XVOC220	18-Jan-96	18-Jan-96	3		0	15	
Kamloops	DOS	YMCR103	18-Jan-96	13-Feb-96	24		0	225	0
Kamloops	Intro to Windows	YMCR501	18-Jan-96	25-Jan-96	6		0	75	0
Kamloops	Stellar-Internet		18-Jan-96	18-Jan-96	6		0		330

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CITY	COURSE NAME	ACRONYM	START	END	HOURS	NO.	CONTACT	FEE	GROSS
Kamloops	Computer Confidence	YVOC302	19-Jan-96	16-Feb-96	10		0	115	0
Kamloops	Stellar-Internet		19-Jan-96	19-Jan-96	6		0		330
Kamloops	Intro to Windows	YMCR501	20-Jan-96	20-Jan-96	6		0	75	0
Kamloops	The Internet: An Intro	XVOC200	22-Jan-96	31-Jan-96	12		0	120	0
Kamloops	DOS	YMCR103	22-Jan-96	31-Jan-96	24		0	225	0
Kamloops	Powerpoint	XVOC295	27-Jan-96	03-Feb-96	12		0	120	0
Kamloops	DOS	YMCR103	27-Jan-96	17-Feb-96	24		0	225	0
Kamloops	Intro to Windows	YMCR501	29-Jan-96	31-Jan-96	6		0	75	0
Kamloops	Internet: Students Only	XVOC220	31-Jan-96	31-Jan-96	3		0	15	
Kamloops	Internet: Students Only	XVOC220	01-Feb-96	01-Feb-96	3		0	15	
Kamloops	Wordprocessing-Winword	YMCR535	01-Feb-96	12-Feb-96	24		0	225	0
Kamloops	Intro to Windows	YMCR501	05-Feb-96	07-Feb-96	6		0	75	0
Kamloops	Accounting-SimWin	YMCR515	05-Feb-96	28-Feb-96	28		0	255	0
Kamloops	Self-Paced Keyboarding	YVOC478	05-Feb-96	18-Mar-96	15		0	100	0
Kamloops	DOS	YMCR103	06-Feb-96	12-Mar-96	24		0	225	0
Kamloops	Spreadsheets: Excel	YMCR514	06-Feb-96	22-Feb-96	24		0	225	0
Kamloops	Internet: Students Only	XVOC220	07-Feb-96	07-Feb-96	3		0	15	
Kamloops	Intro to Windows	YMCR501	07-Feb-96	14-Feb-96	6		0	75	0
Kamloops	Intro to LAN	YMCR518	07-Feb-96	20-Mar-96	28		0	255	0
Kamloops	Internet: Students Only	XVOC220	08-Feb-96	08-Feb-96	3		0	15	
Kamloops	DOS	YMCR103	08-Feb-96	26-Feb-96	24		0	225	0
Kamloops	Intermediate DOS	YMCR201	08-Feb-96	21-Mar-96	28		0	275	0
Kamloops	Intro to Microcomputing	YVOC473	10-Feb-96	02-Mar-96	24		0	150	0
Kamloops	Spreadsheets: Excel	YMCR514	13-Feb-96	07-Mar-96	24		0	225	0
Kamloops	Intro to DTP	YMCR130	14-Feb-96	27-Mar-96	28		0	255	0
Kamloops	Spreadsheets: Excel	YMCR514	15-Feb-96	12-Mar-96	24		0	225	0
Kamloops	Database: Access	YMCR516	26-Feb-96	08-Mar-96	28		0	255	0
Kamloops	Intro to Microcomputing	YVOC473	26-Feb-96	20-Mar-96	24		0	150	0
Kamloops	Wordprocessing-WP51	YMCR102	27-Feb-96	02-Apr-96	24		0	225	0
Kamloops	Intro to Microcomputing	YVOC473	28-Feb-96	03-Apr-96	24		0	150	0
Kamloops	Powerpoint	XVOC295	29-Feb-96	14-Mar-96	12		0	120	0
Kamloops	Spreadsheets: Excel	YMCR514	02-Mar-96	23-Mar-96	24		0	225	0
Kamloops	Database: Access	YMCR516	04-Mar-96	22-Apr-96	28		0	255	0
Kamloops	Wordprocessing-Winword	YMCR535	04-Mar-96	20-Mar-96	24		0	225	0

COMPUTER ACCESS CENTRE - 1995-1996

CITY	COURSE NAME	ACRONYM	START	END	HOURS	NO.	CONTACT	FEE	GROSS
Kamloops	The Internet: An Intro	XVOC200	05-Mar-96	14-Mar-96	12		0	120	0
Kamloops	DOS	YMCR103	05-Mar-96	21-Mar-96	24		0	225	0
Kamloops	Accounting-SimWin	YMCR515	11-Mar-96	22-Mar-96	28		0	255	0
Kamloops	Intro to Windows	YMCR501	21-Mar-96	28-Mar-96	6		0	75	0
Kamloops Total						0	0		660
Lillooet	DOS	YMCR103	15-Jan-96	19-Feb-96	24		0	225	
Lillooet	Database-Access	YMCR516	17-Jan-96	28-Feb-96	28		0	255	
Lillooet	Wordprocessing-Winword	YMCR535	18-Jan-96	22-Feb-96	24		0	225	
Lillooet Total						0	0		0
Logan Lake	Intro to Windows	YMCR501	11-Jan-96	18-Jan-96	6		0	75	0
Logan Lake	Spreadsheets-Excel	YMCR514	24-Jan-96	06-Mar-96	24		0	225	0
Logan Lake	Computer Confidence	YVOC302	22-Feb-96	14-Mar-96	10		0	115	0
Logan Lake Total						0	0		0
Merritt	Intro to Windows	YMCR501	08-Jan-96	12-Jan-96	6		0	75	0
Merritt	Accounting SimDos	YMCR115	09-Jan-96	27-Feb-96	28		0	255	0
Merritt	Wordprocessing-Winword	YMCR535	15-Jan-96	21-Feb-96	24		0	225	0
Merritt	Database-Dbase	YMCR106	26-Feb-96	12-Apr-96	28		0	255	0
Merritt	Spreadsheets-Lotus	YMCR104	29-Feb-96	09-Apr-96	24		0	225	0
Merritt	New course not detailed here = 20		Estimate 16 @ 170 contact hours						
Merritt Total						0	0		0
Williams Lake	DOS	YMCR103	16-Jan-96	08-Feb-96	24		0	225	0
Williams Lake	Computer Confidence	YVOC302	20-Jan-96	27-Jan-96	10		0	115	0
Williams Lake	DOS	YMCR103	22-Jan-96	14-Feb-96	24		0	225	0
Williams Lake	The Internet: An Intro	YVOC200	27-Jan-96	03-Feb-96	12		0	120	0
Williams Lake	DOS	YMCR103	29-Jan-96	07-Feb-96	24		0	225	0
Williams Lake	Intro to Windows	YMCR501	08-Feb-96	09-Feb-96	6		0	75	0
Williams Lake	Wordprocessing-Winword	YMCR535	13-Feb-96	23-Feb-96	24		0	225	0
Williams Lake	DOS	YMCR103	17-Feb-96	23-Mar-96	24		0	225	0
Williams Lake	Intro to Windows	YMCR501	20-Feb-96	22-Feb-96	6		0	75	0
Williams Lake	Wordprocessing-WPWin	YMCR502	26-Feb-96	20-Mar-96	24		0	225	0
Williams Lake	Spreadsheets-Excel	YMCR514	26-Feb-96	06-Mar-96	24		0	225	0
Williams Lake	Computer Confidence	YVOC302	05-Mar-96	07-Mar-96	10		0	115	0
Williams Lake	Intro to DTP	YMCR130	11-Mar-96	21-Mar-96	28		0	255	0
Williams Lake	DOS	YMCR103	12-Mar-96	04-Apr-96	24		0	225	0

COMPUTER ACCESS CENTRE - 1995-1996

CITY	COURSE NAME	ACRONYM	START	END	HOURS	NO.	CONTACT	FEE	GROSS
Williams Lake	Intro to Windows	YMCR501	12-Mar-96	14-Mar-96	6		0	75	0
Williams Lake	The Internet: An Intro	YVOC200	19-Mar-96	28-Mar-96	12		0	120	0
Williams Lake	Computer Confidence	YVOC302	23-Mar-96	30-Mar-96	10		0	115	0
Williams Lake	Intro to DTP	YMCR130	25-Mar-96	24-Apr-96	28		0	255	0
Williams Lake	Computer Confidence	YVOC302	25-Mar-96	27-Mar-96	10		0	115	0
Williams Lake	DOS	YMCR103	28-Mar-96	10-Apr-96	24		0	225	0
Williams Lake	Intro to Windows	YMCR501	11-Apr-96	12-Apr-96	6		0	75	0
Williams Lake	Intro to Windows	YMCR501	16-Apr-96	18-Apr-96	6		0	75	0
Williams Lake	Database-Access	YMCR516	16-Apr-96	26-Apr-96	28		0	255	0
Williams Lake	The Internet: An Intro	YVOC200	20-Apr-96	27-Apr-96	12		0	120	0
Williams Lake	Powerpoint	XVOC295	23-Apr-96	02-May-96	12		0	120	0
Williams Lake	Accounting-Accpac	YMCR105	29-Apr-96	29-May-96	28		0	255	0
Williams Lake	Intro to Windows	YMCR501	29-Apr-96	01-May-96	6		0	75	0
Williams Lake	Spreadsheets-Excel	YMCR514	06-May-96	03-Jun-96	24		0	225	0
Williams Lake	Intro to Microcomputing	YVOC473	07-May-96	30-May-96	24		0	150	0
Williams Lake	Wordprocessing-WPWin	YMCR502	13-May-96	23-May-96	24		0	225	0
Williams Lake	Spreadsheets-Lotus/Win	YMCR504	27-May-96	05-Jun-96	24		0	225	0
Williams Lake	The Internet: An Intro	YVOC200	08-Jun-96	15-Jun-96	12		0	120	0
Williams Lake	Computer Confidence	YVOC302	08-Jun-96	15-Jun-96	10		0	115	0
Williams Lake	Accounting-Sim/Win	YMCR515	10-Jun-96	20-Jun-96	28		0	255	0
Williams Lake Total						**0**	**0**		**0**
Grand Total						**0**	**0**		**20,838**

Merrit o/s course descriptions = 20 @170 = 3,400 contact hours		
Clearwater courses not reported	510 contact hours	
Lytton courses not reported	510 contact hours	**22,270**
Chase courses not reported	510 contact hours	
Estimated contact hours for new worksheets to arrive		**4,930**
Total estimated contact hours for the period Jan 96 - Mar 96		**27,200**

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